

BATTLE CREEK TRANSIT SYSTEM
Complaint Procedures
FOR TITLE VI COMPLAINTS

Background

Title VI of the Civil Rights Act of 1964 states that “ no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. “ To achieve this purpose. each Federal department which provides financial assistance for any program or activity is required to effectuate provisions of Title VI by issuing applicable rules and regulations. The primary objective of the Title VI program is to ensure that Federal benefits and services are made available and are equitably distributed without regard to race, color, or national origin. Part of this includes assurances that the level and quality of public transit services provided by Battle Creek Transit are sufficient to provide equal access and mobility for any person. Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin may file a written complaint.

Complaint Procedures

Complaints for Title VI related issues will be directed to the Battle Creek Transit Manager. An investigation into the complaint will be conducted within 15 days of the receipt of the complaint. The investigation will be conducted into the allegations and with the parties involved. If a violation of the Title VI requirements by Battle Creek Transit is found, the Battle Creek Transit Manager will make a recommendation for action or plan of correction. The Battle Creek Transit Manager will respond back to the complainant within 30 days of the receipt of the original complaint. The Battle Creek Transit Manager will document all Title VI complaints, investigation results and recommendations, and will keep all records on file.

If the complainant is not satisfied with the outcome of the investigation and recommendations of the Battle Creek Transit Manager, he or she may file a written complaint with the Federal Transit Administration, Office of Civil Rights. The complaint must be filed within 180 days of the alleged discrimination. Unless the

complainant is unable or physically incapable of providing a written statement, all complaints must be in writing and signed by the complainant or his/her representative before action can be taken. Complaints shall state as fully as possible, the facts and circumstances surrounding the alleged discrimination. The Office of Civil Rights will provide the complainant or his/her representative with a written acknowledgment within 10 working days that the complaint was received. The Office of Civil Rights will then initiate an investigation of the alleged discrimination and will notify the complainant or his/her representative of its findings.